

EMERGENCY HOUSING ASSISTANCE CORPORATION

REQUEST FOR QUALIFICATIONS ANNOUNCEMENT

Dated: August 24, 2007

The Emergency Housing Assistance Corporation is seeking a response to this Request for Qualifications (RFQ) from consultants interested in providing the one or more of the following professional services:

- ✓ Case Management Supportive Services
- ✓ Workforce Services
- ✓ IT Services
- ✓ Housing Inspection Services

The Emergency Housing Assistance Corporation is a non-profit organization and a subsidiary of the Arlington Housing Authority, Arlington, Texas. The Emergency Housing Assistance Corporation administers federally funded programs providing rental housing assistance to eligible persons affected by Hurricanes Katrina and Rita. The Emergency Housing Assistance Corporation will maintain a list of qualified providers to be contacted in order of ranking and area of expertise to complete one or more specific projects as needed.

Qualifications, in accordance with the specifications and scope of work below, will be accepted until 1:00 p.m. on September 4, 2007.

GENERAL INFORMATION

The Emergency Housing Assistance Corporation reserves the right to accept or reject any or all qualifications and to accept only those qualifications that are in the best interest of the Emergency Housing Assistance Corporation.

There is no expressed or implied obligation for the Emergency Housing Assistance Corporation to reimburse responding firms for any expenses incurred in preparing responses to this request.

To be considered, one (1) original (so marked) and two (2) copies of the response must be received by prior to the due date and time.

During the evaluation process, the Emergency Housing Assistance Corporation reserves the right, where it may serve the Emergency Housing Assistance Corporation's best interest, to request additional information or clarification from responders, or to allow corrections of errors or omissions. At the discretion of the Emergency Housing Assistance Corporation, firms submitting responses may be requested to make oral presentations as part of the evaluation process.

The Emergency Housing Assistance Corporation reserves the right to retain all responses and to use any ideas included in a response regardless of whether that response is selected. Submission of a response indicates acceptance by the firm of the conditions contained in this request for qualifications (RFQ), unless clearly and specifically noted in the response and confirmed in the contract between the Emergency Housing Assistance Corporation and the firm selected.

The Emergency Housing Assistance Corporation requires that Historically Underutilized Businesses have a maximum opportunity to participate in the performance of HUD-funded contracts.

The prospective contractor certifies by submission of their qualifications that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal, state, or local department or agency.

PROJECT OVERVIEW

The Emergency Housing Assistance Corporation is soliciting proposals from qualified professionals to provide one or more of the services listed below.

- ✓ Case Management Supportive Services
- ✓ Workforce Services
- ✓ IT Services
- ✓ Housing Inspection Services

PROJECT SCOPE

The project scope varies by consultant type.

Case Management Services includes providing case managed care for approximately 230 households residing in Arlington, Texas and the surrounding community. Case management services shall include meetings and home visits with program participants, development of an individual treatment plan establishing goals and objectives of the head of household and spouse or partner. Case management shall include ongoing regular weekly contact with the family (household) to encourage and motivate the family members to progress toward accomplishment of their goals and objectives and the program goal of economic self sufficiency by or before March 1, 2009. Case Management includes providing direct or indirect counseling services, life skills training, educational instruction, job finding assistance, job skills training, assistance in preparing resume's, and assistance in eliminating barriers to employment. Each household will be unique and will require solutions and assistance tailored to meet their needs.

Workforce Services includes referring qualified workers to the Emergency Housing Assistance Corporation to provide the workforce to perform the duties and responsibilities associated with the provision of rental housing assistance, housing inspections, IT support services, customer services, computer data entry, clerical assistance and bookkeeping services, as needed. Initially the Emergency Housing Assistance Corporation will require the following workers:

- 1- **Clerical** – answer phones, greet customers, provide general information, filing, photocopying, processing mail, general office duties. One clerical worker required. Hours - 8 am to 5 pm Monday through Friday, from September 7, 2007 through December 15, 2007. Part time work from December 16, 2007 through March 2009.
- 2- **Housing Inspectors** – Full time and Part time persons needed to perform housing inspections. Inspection services. Inspection services include making contact with the program participant, scheduling the inspection, travel to the inspection, walking through the dwelling unit to determine if the unit meets life and safety standards or housing quality standards (management will determine which standards are to be applied), completing an inspection report and certify that the inspected dwelling meets the applicable inspection standard, provide a copy of the report to the tenant, owner and the EHAC. Schedule re-inspection of units that fail the initial inspection. Hours - 8 am to 5 pm Monday through Friday, evening and weekend work may be required. Services required from September 7, 2007 through February 2009.
- 3- **Case Managers** – Experienced and qualified social workers to perform social work services through case management. 5 full time Case Managers with caseloads of 50 families each. Term of service from September 2007 through February 28, 2009.
- 4- **IT Services** – Experienced and qualified IT support person to support the network and related hardware and software and provide help desk support. One person full time 8 am to 5 pm Monday through Friday, from September 7, 2007 through March 2009.
- 5- **Bookkeeper** – One experienced and qualified bookkeeper needed – highly experienced in Quickbooks Software, good data entry skills (10-dey touch), highly experienced in performing accounts payable and payroll. Hours - 8 am to 5 pm Monday through Friday, from September 7, 2007 through December 15, 2007. Part time work approximately 16 hours per week from December 16, 2007 through April 2009.

- 6- Customer Service Representative – Two very personable customer service representatives with excellent customer service skills. Persons need to effectively communicate with tenants and property owners, explain to both parties how the program and services provided by EHAC work, explain next steps in the overall process, process rental housing assistance applications, prepare contracts and related documents, file, complete file notes, perform data entry in the HAPPY Software system data base, run system reports, manage assigned caseload. Hours: 8 am to 5 pm Monday through Friday, from September 7, 2007 through December 15, 2007. Part time work from December 16, 2007 through March 2009. Two Customer Service Reps needed.

IT Services – include systems design, acquisition and set up and installation of equipment (computer hardware and related software and personal computers and printers), ensure continued and sustained connectivity the network, provide ongoing system maintenance and help desk support and technical assistance to support approximately 10 staff persons. Provide research, comparability data, pricing and consulting and technical assistance and related services for the acquisition and installation of a telephone system to support approximately 10 staff persons.

Inspection Services includes performing a dwelling unit inspection to determine if the dwelling unit meets program standards. Inspections of dwelling units where the tenant will continue to rent their existing rental unit will require a determination and certification that the dwelling unit is free of life safety housing violations. Inspections of dwelling units where the tenant is relocating will require a determination and certification that the dwelling meets the federal Housing Quality Standards (HQS) as defined by the US Department of HUD and the Arlington Housing Authority. Initial inspections of 230 rental units, including any re-inspections as may be required must be completed in 60-days. Inspection services will include scheduling the inspection, performing the inspection, travel, and a completed inspection report certifying to the results of the inspection provided to the Emergency Housing Assistance Corporation. The inspector shall notify the tenant and the property owner of the inspection results and provide the property owner with the opportunity to correct violations. In such instances re-inspections may be required.

Specific scope of work and contract provisions will be negotiated upon selection.

ROLE OF CONSULTANT

The consultant will furnish all required labor, materials, supplies, and travel required in connection with the project. The Emergency Housing Assistance Corporation expects that the project staff will include individuals with appropriate expertise, certification, and/or licensing in one or more of the areas listed herein.

ROLE OF THE EMERGENCY HOUSING ASSISTANCE CORPORATION

The Emergency Housing Assistance Corporation will make available copies of any relevant reports, studies, or other resources as may be needed for the completion of the project.

The Emergency Housing Assistance Corporation's Contract Administrator will be assigned at the time of contract negotiation. The primary contact, or a designated representative, will coordinate the services to be provided by the Emergency Housing Assistance Corporation to the consultant, and provide technical information regarding the project.

REQUEST FOR QUALIFICATIONS

Responses to this RFQ should be provided in the following numbered format as listed below.

1. Provide a brief description of the firm, including the number of years the firm has been in existence, range of professional services, office location(s), and staff size.
2. The Emergency Housing Assistance Corporation is interested in the experience of the firm and/or the proposed project leaders in the area of expertise requested. Please provide information regarding three (3) projects and include the following items in the narrative:

- project name and location;
- year completed;
- owner representative's name, title, address, and phone number;
- project description; and
- name of project manager and members of the project team, if applicable.

Projects must have been completed within the last five (5) years.

3. Please include an organizational chart that indicates the project's key personnel and their responsibilities, and subcontractors (if applicable).
4. Provide for each of the key personnel related work experience, education, training, and any other pertinent data that would demonstrate competence and experience in this type of work. Be sure to explain past experience with HUD programs and projects. This portion of the submittal shall include a resume for each proposed individual. Please note if any proposed individual would be a subcontractor or consultant outside the lead firm. Explain the firm's past experience with each subcontractor listed. No change in the proposed key personnel or subcontractors will be approved without express written consent of the Emergency Housing Assistance Corporation.
5. Identify the project's principal contact and contact information.
6. Describe a general project approach that could be employed to complete the project. Provide a detailed menu of services.
7. The firm should list and describe any prior or ongoing engagements or professional relationships that would constitute a potential conflict of interest, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the proposed project. The firm covenants and agrees that the firm and its officers, employees, and subcontractors will have no interest, including personal financial interest, and will acquire no interest, either directly or indirectly, that will conflict in any manner with the performance of the services called for under this RFQ.
8. An affirmative statement should be included indicating that the firm and all assigned key professional staff are properly registered/licensed to practice in the State of Texas.

CRITERIA FOR EVALUATION OF QUALIFICATIONS

- Professional background and qualifications of firm and personnel assigned to this project (20 points)
- Reputation for personal and professional integrity and competence (10 points)
- Quality and timeliness of prior work (20 points)
- Reference of previous clients (10 points)
- Capability to meet project deadlines and perform requested work (10 points)
- Familiarity with HUD programs (15 points)
- Description and methodology to be used in completing the required work (10 points)
- Certified as Historically Underutilized Business (5 points)

CONSULTANT SELECTION PROCESS

Qualifications will be evaluated by Emergency Housing Assistance Corporation. The Emergency Housing Assistance Corporation will select prospective consultants or firms using the above criteria whose responses best demonstrate the competence and qualifications needed to perform the service(s).

Upon selection, the consultant(s) will be notified of potential projects and will negotiate price, scope of work, timeline for completion, and other performance measures required to meet the indicated contractual

responsibilities. A formal contract for professional services will be executed by the Emergency Housing Assistance Corporation.

SUBMISSION OF QUALIFICATIONS

Submit qualifications (1) original and two (2) paper copies by or before 1:00 PM, September 4, 2007 to the address below:

***David Zappasodi
Executive Director
Arlington Housing Authority
501 West Sanford, Suite 20
Arlington, TX 76011
817-276-6790***

NOTE: Absolutely no faxed or e-mailed qualifications will be accepted. The Emergency Housing Assistance Corporation shall not consider any request for extension of the deadline for qualifications.